

Pearson BTEC (QCF)

Principles of Business Communication and Information Level 3 – R/506/1940

2015 – Practice Test

Time: 45 minutes

Paper Reference

BA-3-57 PT

You must have:

Multiple choice answer sheet
Black pen

Instructions

- Use **black** ink or ball-point pen.
- Answer **all** questions.
- Encircle your answers on the separate answer sheet.

Information

- The total mark for this paper is 30.
- The marks for **each** question are shown in brackets.

Advice

- Read each question carefully before you start to answer it.
- Try to answer every question.
- Check your answers if you have time at the end.

Turn over ►

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- 1 Which of these is a tool used to deliver a face-to-face presentation? (1)
- Select **one** option.
- A A scanner
 - B A laser printer
 - C A flip chart
 - D A webcam
- 2 A manager negotiates a solution to a dispute between colleagues. Why is it important to do this? (1)
- Select **one** option.
- A To demonstrate responsiveness
 - B To force an agreement
 - C To resolve conflict
 - D To prolong a discussion
- 3 Which of these is a component of negotiation? (1)
- Select **one** option.
- A Promoting hostility
 - B Assertiveness
 - C Reviewing
 - D Creating barriers
- 4 A team leader wishes to give a motivational presentation to encourage their team to meet challenging targets. Which of these presentation types is **most** appropriate to use in this situation? (1)
- Select **one** option.
- A Informative
 - B Inspirational
 - C Persuasive
 - D Decision making
- 5 Which of these is the **most** appropriate method to obtain feedback on a presentation? (1)
- Select **one** option.
- A Collecting comments during the presentation
 - B Using prompt cards
 - C Sending forms to delegates by post
 - D Collecting surveys after the presentation

6 Which of these should be considered when creating a business' new brochure? (1)

Select **one** option.

- A Financial details of competitors
- B Access to customer records
- C Password protection requirements
- D Organisational structure

7 At which stage in system development does the analysis of testing take place? (1)

Select **one** option.

- A Feasibility
- B Maintenance
- C Deployment
- D Evaluation

8 An organisation is considering investing in a new electronic information system to store customer records. Which of these would be a limitation of implementing this type of system? (1)

Select **one** option.

- A The location of staff in the office
- B Degradation of documents
- C The need for staff training
- D Reorganisation of the team

9 This is a **two** part question. Please answer both parts. (1)

An organisation is using a disruptive approach to negotiations with other companies in the same market.

(i) What is a feature of this type of negotiation?

Select **one** option.

- A Brinkmanship
- B Compromise

(ii) How is this type of negotiation used?

Select **one** option.

- A To gain competitive advantage
- B To build trust

- 10** Which of these is a negotiation tactic? (1)
- Select **one** option.
- A** Motivating team members
 - B** Swift evaluation
 - C** Conceding
 - D** Bargaining
- 11** An office manager has to present details of new visitor security arrangements to their team. Why would props be useful during this presentation? (2)
- Select **two** options.
- A** To allow the demonstration of new procedures
 - B** To aid in audience participation
 - C** To avoid questions from the audience
 - D** To eliminate the use of cue cards
 - E** To use physical examples
- 12** Which of these is a characteristic of a bespoke document? (1)
- Select **one** option.
- A** Ease of use
 - B** Always produced from a template
 - C** Confidentiality
 - D** Always produced as a laminate
- 13** The secretary of the local tennis club has produced documents for the forthcoming AGM. What needs to be considered when these documents are presented? (1)
- Select **one** option.
- A** That the size of the venue is adequate
 - B** That they are accurate
 - C** The method of postage
 - D** That they are confidential
- 14** Which of these will be done before final approval of a bespoke business document? (1)
- Select **one** option.
- A** Proofreading
 - B** Archiving
 - C** Password protection
 - D** General distribution

15 This is a **two** part question. Please answer both parts.

(1)

A business administrator has been asked to create a bespoke document.

(i) Which of these techniques is important when drafting this?

Select **one** option.

- A** Accurate data input
- B** Planning research

(ii) Which of these would make it easy to retrieve this document?

Select **one** option.

- A** File naming conventions
- B** Creating multiple copies

16 An organisation is developing a new information system.
At what stage must legal constraints be considered?

(1)

Select **one** option.

- A** During analysis
- B** During the feasibility study
- C** During the design process
- D** During deployment

17 Why is a public sector organisation legally required to ensure data kept is accurate?

(1)

Select **one** option.

- A** In case of customer fraud
- B** In case of a freedom of information request
- C** For the purposes of future recruitment
- D** For accessibility purposes

18 What is the **most** effective way for an organisation to monitor usage of an electronic information system?

(1)

Select **one** option.

- A** Analyse times the system is in use
- B** Analyse system downtime
- C** Research the latest software versions
- D** Verify the number of workstations in use

19 This is a **two** part question. Please answer both parts.

(1)

An office manager has chosen to use integrative negotiation with the administration team to increase efficiency.

(i) What is a feature of this type of negotiation?

Select **one** option.

- A** Information is concealed
- B** Team interests are aligned

(ii) How will using this approach benefit the team?

Select **one** option.

- A** It will encourage honesty
- B** It will encourage manipulation

20 In which type of presentation is it appropriate to use storytelling?

(1)

Select **one** option.

- A** A decision making presentation
- B** A persuasive presentation
- C** An instructional presentation
- D** An informative presentation

21 A technology provider needs to disseminate new product information to staff who are located worldwide.

Which of these is the most appropriate method to use?

(1)

Select **one** option.

- A** A presentation via a videoconferencing system
- B** A meeting at each office to show the presentation
- C** A copy of the presentation emailed to each office
- D** A hard copy of the presentation sent in the post

22 A team leader is writing bespoke publicity materials for distribution to customers.

Which of these characteristics will the documents contain?

(1)

Select **one** option.

- A** Limited customisation
- B** Visual impact
- C** Standard formats
- D** Competitor details

23 A small cleaning business is preparing new contracts of employment for its staff. Which of these actions is required? (1)

Select **one** option.

- A** Research the legal requirements
- B** Consult suppliers
- C** Provide training
- D** Check the document word count

24 An information system has been in use for three months. How will its effectiveness be measured at this point? (1)

Select **one** option.

- A** By reviewing implementation times
- B** By setting performance objectives
- C** Through evaluating user training
- D** Through identification of faults

25 What is the **first** stage in the approval of a bespoke document? (1)

Select **one** option.

- A** Draft versions
- B** Agreement of changes
- C** Edited version
- D** Proposal of ideas

26 An organisation is considering implementing a new document management system. What is the benefit of introducing an electronic system to do this? (1)

Select **one** option.

- A** It saves time when creating documents
- B** It increases storage capacity
- C** It increases the need for multiple users
- D** It removes the need for archiving

27 A presentation is to be delivered in a training session. Why is it good practice to allow more time than is needed for presenting the slides? (1)

Select **one** option.

- A** To permit attendees to be late
- B** To allow for the use of a storyboard
- C** To anticipate questions
- D** To edit the script

28 A number of temporary staff have recently left an organisation but may still have access to the corporate intranet.

What security and confidentiality measures are required?

(2)

Select **two** options.

- A** Restrict levels of access for visitors
- B** Update security software on workstations
- C** Conduct a full audit of users
- D** Reset passwords for users
- E** Restrict employee access to the internet

TOTAL FOR PAPER = 30 MARKS